

# User Manual



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MyDHL+



Table of contents:	
1. General information on MyDHL+ application	6
2. Account registration in MyDHL+ app	
2.1. Registration / login window	
2.2. I have a DHL Express account number	
2.3. Data details	
2.4. Confirmation of Registration	
2.5. Activation email	
2.6. Welcome message	
3. First steps after registration	
3.1. Login window	
3.2. First steps after logging in	
3.3. "Send" tab	
<ul><li>3.4. "Tracking" tab</li><li>3.5. "Manage shipments" tab</li></ul>	
4. Settings	
4.1. My Profile 4.1.1. Update my details	
<ul><li>4.1.1. Update my details</li><li>4.1.2. Change of the password</li></ul>	
0 /	
<ul><li>4.3. My Shipment Settings</li><li>4.3.1. Manage default settings - delivery options, shipment protection</li></ul>	
4.3.2. Manage default settings - customs clearance, declarations	
4.3.3. Manage Default Settings - Courier Pickups, Returns, and Saving Shipments	
4.3.4. Manage default settings - couner rickups, Returns, and saving sinplicents	
4.3.5. Manage default settings - Currencies and measures, addresses	
4.4. My Shipment Settings	
4.4.1. My DHL account	
4.4.2. Authorized use of the account	
4.4.3. Packaging settings	
4.4.4. Shipment references	
4.4.5. Printer settings	
4.4.6. Status notifications and sharing details	
4.4.7. My customs invoice templates	
4.4.8. My products / lists of goods	
4.4.9. Digital customs invoices	
4.5. Find a DHL Location	
4.6. Help Center	
5. Generating a shipment	
5.1. Create new shipment	
5.1.1. Contact details	
5.1.2. Shipment details	
5.1.3. Packaging options	
5.1.4. How to pay?	
5.1.5. Date of selection	
5.1.6. Value added services	23
5.1.7. Courier ordering	
5.1.8. Return label	



5.1.9.	Summary of shipping costs	
5.1.10		
5.1.11		
5.1.12	Delivery confirmation	
5.2. Cr	eate from favourites	25
	eate from History	
5.4. Sł	nipment from favourites vs. parcel from history	25
	hedule a pickup	
	neck the price and time	
5.7. Tr	acking	
5.7.1.	Track shipment	
5.7.2.	Track by reference	
5.7.3.	Monitoring and notifications	
	ge shipments	
6.1. M	anage my shipments	
7. Troubl	eshooting	29



List of figures:

1.	Registration - Step 1	6
2.	Registration - Step 2 - choosing a DHL Express account	7
3.	Registration - Step 3 - customer number	7
4.	Registration - Step 4 - contact details	7
5.	Registration - Step 5 - activation message	8
6.	Activation mail	8
7.	Information e-mail	8
8.	Home page - login	9
9.	First steps after logging in	9
10	. Send window	10
11.	. Tracking window	10
12	. Manage Shipments window	10
13	. My Profile window	11
14	Contact information	11
15.	. Password change	11
16	. Manage MyDHL+	12
17.	. My Shipment Settings window	12
	. Manage Default Settings part 1	
	. Manage Default Settings part 2	
20	. Manage Default Settings part 3	14
	. Manage Default Settings part 4	
	. Manage Default Settings part 5	
23	. My account settings	15
24	Authorized Account Use Settings	16
	. Change Packages Settings	
26	Shipment References settings	16
	Printers Settings	
28	Notification Settings	17
	. Sharing Settings	
	. Customs invoice templates settings	
31	. Product settings and lists of goods	18
	. Digital Customs Invoices (PLT) settings	
	. PLT activation Settings - generating invoices by DHL	
	. PLT activation - own invoices	
	DHL locations	
36	. Help Center	20
	. Generating a shipment - Contact Details	
	. Generating a shipment - Shipment Details, Contents Description, Shipment Reference,	
	Value and Insurance	
39.	. Generating a shipment - Packaging Options	22
40	. Generating a shipment - how to pay?	22
	. Generating a shipment – selecting dates	
	. Generating a shipment - additional services	
	. Generating a shipment - ordering a courier	
	. Generating a shipment - Return Label	
	. Generating a shipment - summary of shipment costs	
	. Generating a shipment - Print and go!	



47. Generating a shipment - bill of lading, waybill doc., shipping confirmation	24
48. Generating a shipment - Delivery Confirmation	24
49. Generating a shipment - Favourites	25
50. Generating a shipment - From history	25
51. Schedule a pickup	26
52. Shipment cost estimation	26
53. Shipment cost estimation - step from / to	26
54. Shipment cost estimation - the step of selecting the shipment	27
55. Shipment cost estimation - product selection	27
56. Tracking - tracking your shipment	28
57. Tracking - Track by reference	28
58. Monitoring and notifications	28
59. Manage my shipments	29



# 1. General information on MyDHL+ application

Link to the application: <u>https://mydhl.express.dhl/pl/pl/home.html</u>

MyDHL+ app is an easy-to-use web application for DHL Express customers. It is one-of-a-kind solution for creating and managing DHL Express shipments. In MyDHL+:

- ✓ you can check the price according to your contract
- ✓ you can schedule a pickup by a courier
- ✓ you can print the shipping and return labels
- ✓ you can display the history and create all kinds of reports
- ✓ you can send and receive shipment notifications
- ✓ you can authorize the use of your account to your contractor
- ✓ you can assign the shipment to another person to complete the generation of the bill of lading
- $\checkmark$  you can launch the Paperless Trade (PLT) function exchange of customs documents through the application
- ✓ you can launch the ProView application an application for tracking shipments

#### Requirements:

- ✓ a computer with any operating system
- ✓ an active e-mail
- ✓ Internet and browser access (we recommend Google Chrome)
- ✓ access to a printer (laser and / or thermal)
- ✓ PDF viewer (Adobe Reader)

## 2. Account registration in MyDHL+ app

## 2.1. Registration / login window

To use MyDHL+ app, you need to register an account.

To do this, go to the website and click "Register now"

You can also click on the link below: https://mydhl.express.dhl/pl/pl/registrati on.html

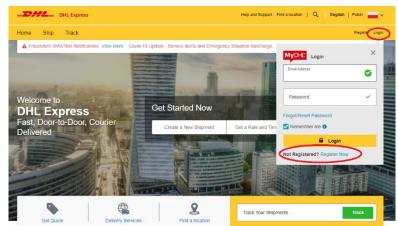


Figure 1 Registration - Step 1



## 2.2.1 have a DHL Express account number

A window appears where you have to choose whether you have an export and / or import account. After selecting "No", you can send your data to the Sales Representative to contact you to set up account numbers.

DHL Express		Help and Support Find a location   Q English   Polski 🚃 🗸
ome Ship Track		Register Login
egister for MyDHL+		
Enjoy the Benefits of MyDHL+		
You'll see how shipping online can be fast and easy convenient place!	Experience time-saving features for creating, man	naging and monitoring shipments, plus much more - all in one
Do you have a DHL Express account	number?	
Yes	No	
You'll be able to view your preferential rates and bill shipments to your DHL account!	No account? No problem! Register and pay by cash.	
U You'll be able to view your preferential rates and bill shipments to your DHL account!	No account? No problem! Register and pay by cash.	

After ticking that you have a customer number, you must enter them (the **export** account consists of 9 digits and starts with 414xxxxx or 427xxxxx. The **import** account consists of 9 digits and starts with 95xxxxxx or 96xxxxxx). After entering, click "Next".

DHL Express	Help and Support Find a location   Q English   Polski
Home Ship Track	Register Login
Register for MyDHL+	
Enjoy the Benefits of MyDHL+	
You'll see how shipping online can be fast and easy! Experience time-saving features for creating, mana convenient place!	aging and monitoring shipments, plus much more - all in one
Do you have a DHL Express account number?	
Yes 🗸 No	
You'll be able to view your preferential rates and bill shipments to your DHL account? No problem! Register and pay by cash.	
Enter one or more DHL account number(s)	You can enter any of your company's export or import
414000000 Type Recount * export	accounts now. You'll be able to add accounts and manage account settings once you start
960000000 Shipper Account  import	
	ext

Figure 3 Registration - Step 3 - customer number

## 2.3. Data details

After entering the customer number, you must enter the basic data:

name and surname, company name, telephone number in the appropriate format and enter the login details - e-mail address as login and password (the password must consist of at least 8 characters, with upper- and lower-case letters, a number and a special character). you accept the terms and select the appropriate icon. Click on "Register".

Your Details	Create Your Login	
POLAND G Change Location	Email Address	
Title First Name Last Name *	Password *	
Company 💿 *	Confirm Password	
Phone Type Code Phone Mobile • 48 • •		
SMS Enabled		
I would like to receive informational emails and promotional offers from DH	L	
Accept Terms		
Inccept the DHL Express Terms and Conditions     Inccept the DHL Express Privacy and Cookies Policy		
Click or select the Flag		
🗠 🎙 🕈 🕄 🕮 🛤 🍠	S 🛉 🏴 🗘 Refresh	
		Register

Figure 4 Registration - Step 4 - contact details

Figure 2 Registration - Step 2 - choosing a DHL Express account



## 2.4. Confirmation of Registration

If you manage to correctly register the account in the application, you will receive a message on the website.

DHLExpress	Help and Support Find a location   Q English   Polski 🚃 🗸
Home Ship Track	Register Login
Thank you for registering for MyDHL+!	
<b>S</b>	
Check Your Email	
Click activate – then login to start shipping, scheduling pickups, n	nonitoring shipments and more!
Continue	

To view this email as a web page\_go here

Activate MvDHL+ Registration – Login Now

<dhlSender@dhl.com> Activate MyDHL+ Registration

Dear

2HL

Figure 5 Registration - Step 5 - activation message

## 2.5. Activation email

You will receive a confirmation of registration and an activation link to the e-mail address.

Mail is sent from dhlSender@dhl.com. Click on: "Activate MyDHL+ registration log in now!"

#### NOTE:

The e-mail may end up in a SPAM mailbox or junk mail.

#### Thank you for registering – please activate your registration now to login and get started! MyDHL+ is your one stop for international shipping – you'll be able to create and manage shipments, get quotes, schedule pickups, view reports and more! If you have any questions or need assistance with your registration, please contact us at: 042 6 3d5 100. Regards, MyDHL+ Team Please do not reply to this email – intox is not monitored.

Figure 6 Activation mail

26 s

G Wybierz język ▼

## 2.6. Welcome message

After activation, you will get another email welcoming you among registered customers.

You can log in to the application via the button "MyDHL+ Log in!" or you can enter the website via the browser.

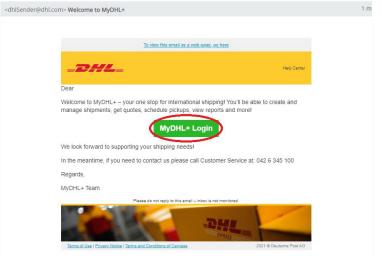


Figure 7 Information e-mail



## 3. First steps after registration

## 3.1. Login window

Go to the main page of the application (or click on the appropriate field from the e-mail: "MyDHL+ Log In". You can log in to the application.

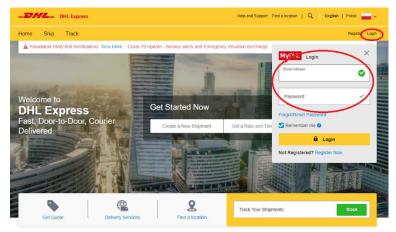


Figure 8 Home page - login

## 3.2. First steps after logging in

After entering the login and password, the start page with the most important information appears.

1. back to the home page,

2. creating, cost estimating a shipment, ordering a courier, importing shipments from a file,

3. shipment tracking options - access to the ProView application,

4. information about shipments created thanks to the app, the ability to check historical orders,

5. account settings in the app,

6. quick access to the most important activities in the app,

7. view of recent shipments,

8. traceability of shipments,

9. saved shipments that require further action,

10. information about ordered courier,

11. parcels that have already been generated, waiting to be picked up by the courier

12. completed courier orders

13. quick links, e.g. to the store's website.

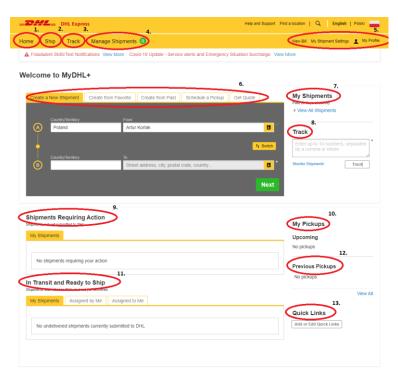


Figure 9 First steps after logging in



## 3.3. "Send" tab

**Generating a shipment** - generating a bill of lading,

Generating a shipment from history - copying a parcel that has already been generated,

Generating a shipment from favourites the ability to generate a shipment from shipments previously saved to favourites, Check the price and time - the possibility of price estimation according to an individual price list (if the customer number has been entered),

**Order a courier** - you can order a courier, **Upload file with shipments** - import shipments from a .CSV or .TXT file,

**Order consumables** - you can order envelopes, poly mailers, etc.

# 3.4. "Tracking" tab

**Track shipments** - the option to check shipment status after entering AWB

**Track by reference** - the option to check the shipment status after entering the reference numbers

Monitoring and notifications - the option to check and set notifications for shipments

## 3.5. "Manage shipments" tab

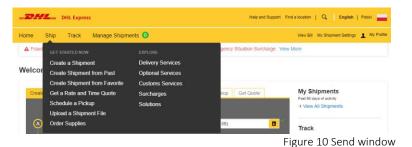
All shipments - history of shipments generated from the app and a manifest was issued (shipments were sent to DHL Express servers),

**My pickups** - courier orders history and the option to order pickup,

**Directory** - a directory of senders and recipients' addresses - the option to add, delete and edit contacts,

**Reports** - the option to generate directory reports, courier report, summarizing shipments, detailed incident report and detailed shipment report,

View All Not Sent - Shipments for which no manifest has been issued.



 PHILE press
 Help and Skeport
 Find a location
 Q
 English
 Peasil

 Home
 Ship
 Track
 Manage Shipments
 O
 Vew Bill
 My Profile

 A Fraudulent SMS
 Track Shipments
 Date - Service allerts and Emergency Situation Surcharge. View More
 Image: Shipments
 My Profile

 Welcome to
 Track By Reforence
 Monitoring and Notifications
 Pasil
 Image: Shipments
 Image: Shipments

Figure 11 Tracking window



Figure 12 Manage Shipments window



## 4. Settings

## 4.1. My Profile

You can manage your profile in MyDHL+ app.

## 4.1.1. Update my details

Contact information - change your contact details:

Name, company, address, postal code, city, telephone number, entering the VAT number, EORI



-DHL DHLE	Express Help and Support Find a location   Q	English   Polski
Home Ship Trac	ack Manage Shipments 🛛 View Bill My Shi	pment Settings 👤 My Profile
My Profile		
Update My Info		
Change Password	Contact Information	
Manage MyCHL -	Title       Name       Phone       Code       Phone         Mobile       Image: Additional summare       Image: Additional summare       Image: Additional summare       123 456 71         Company       Image: Additional summare       Image: Additional summare       Image: Additional summare       123 456 71         Company       Image: Additional summare       Image: Additi	9~

Figure 14 Contact information

### 4.1.2. Change of the password

Ability to change the password for MyDHL+ app

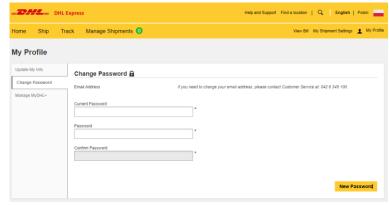


Figure 15 Password change



## 4.2. Manage MyDHL+

Your process of generating a shipment the ability to set the appearance of the application when generating the consignment note:

- Step by step to go to the next • window, you have to fill in the data and move on
- All in one all windows for generating • a shipment can be displayed on one page.

MyDHL+ desktop - personalizing the desktop settings (windows after logging in)

Manage quick links - on the desktop, you can enter your own links, e.g. to the store's website.

have designed our shipment process and dashboard views	for different customer needs - choose the option that	suits you best!
our Shipment Creation Process		
elect the process that you prefer. Both options summarize an switch options at any time.	your shipment details as you go and allow you to edit t	before finishing. You
Step-by-Step		
All-in-One		
Step-by-Step	All-in-One	× .
Show each step on its own screen	Combine all steps on one screen	_
		Cancel Save
s up to you – just select the dashboard view you want to se	se when logging into MyDHL+1	
s up to you – just select the dashboard view you want to se Creating Shipments	ee when logging into MyDHL+1 Monitoring and Tracking	
s up to you – just select the dashboard view you want to se • Creating Shipments • Monitoring and Tracking		
s up to you – just select the dashboard view you want to se Creating Shipments Monitoring and Tracking Creating Shipments	Monitoring and Tracking	Cancel Save
s up to you – just select the dashboard view you want to se Creating Shipments Monitoring and Tracking Creating Shipments Shipment creation is my priority. View Shipping Dashboard Example	Monitoring and Tracking	Cancel Save
s up to you – just select the dashboard view you want to se Creating Shipments Monitoring and Tracking Creating Shipments Shipment creation is my priority. View Shipping Dashboard Example Innage Quick Links	Monitoring and Tracking	Cancel Save
	Monitoring and Tracking	

## 4.3. My Shipment Settings

The possibility of personalizing MyDHL+ app in such a way as to choose as few options as possible when generating the bill of lading, and thus generating the shipment faster.

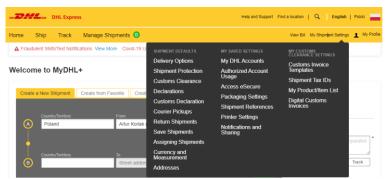


Figure 17 My Shipment Settings window



#### 4.3.1. Manage default settings - delivery options, shipment protection.

Manage Defaults

**Delivery options** - option to choose between documents and shipment, option to choose a default product from the pool made available by DHL EXPRESS, option to set the default country of the recipient

**Shipment protection** - the possibility of permanent shipment insurance. Possibility to enter the equivalent of the shipment or to enter a fixed insurance value

<b>'ackages</b> ackages are goods, merchandis r commercial purposes.	e or commodities for r	
ackages are goods, merchandis	e or commodifies for i	
		personal
•		
	Cancel	Save
	•	T

Figure 18 Manage Default Settings part 1

## 4.3.2. Manage default settings - customs clearance, declarations

**Customs clearance** - settings to decide how you want to generate a pro-forma / commercial invoice.

**Declarations** - possibility to set additional forms.

Customs Clearance For customs invoices, I want my default to t	e
Create Invoice Using my shipment information	Use My Own Invoice     I have a printed invoice
Item Details	
I will include item details with my own in	roice
My default shipment purpose should be	
Select One	
My default shipment description should	be
Describe in detail what the item is called,	vhat is it made of and what it will be used for.
O.00 EUR      I will use this customs terms of trade Vie     Select One       Digital Customs Invoices   Customs Invoice	
Declarations	
Print EUR1	
	Cancel Save
	Figure 19 Manage Default Settings part



#### 4.3.3. Manage Default Settings - Courier Pickups, Returns, and Saving Shipments

**Courier pickups** - option to set a default pickup when generating a shipment.

**Return of parcels** - possibility to set whether you want to generate return parcels.

**Saving shipments** - the ability to set a prompt whether the application should save shipments you are working on.

Courier Pickups f you schedule pickups as you create a shi regularly scheduled pickups).	ipment, you can set up defaults for your most used preferences (not app	licable for
want confirmation email when I schedule a pie		
want my export pickup default to be		
Select One	<b>*</b>	
want my import pickup default to be		
Shipper will schedule pickup	¥	
	Cancel	Save
	•	
Return Shipments always want to create return labels Select One	• Cancel	Save
always want to create return labels	•	Save
always want to create return labels Select One Saving Shipments	•	
always want to create return labels Select One Saving Shipments You can save shipments you've started and		

Figure 20 Manage Default Settings part 3

#### 4.3.4. Manage default settings - assignment of shipments

Assignment of shipments - the possibility of adjusting various restrictions in the creation of selected shipments.

Assigning Shipments		
I want the option to assign shipments		
I want these defaults when assigning shipments to others		
Display DHL accounts as		
Select One 🔻		
Hide account-based rates		
Require Assignee to login to MyDHL+ to complete shipment		
Allow Assignee to edit the pickup address for assigned shipments		
Include these instructions for assigned shipments		
		,
		//
Apply these restrictions		
Maximum number of packages/pieces per shipment		
Maximum weight per package/piece		
Notify me of Assignee's actions		
If no action has been taken within		
Select One 🔻		
Send me reminders every		
Select One 🔻		
If the shipment has not been completed by the requested shipment date		
When the shipment is complete		
When courier pickup has been scheduled		
When the shipment has been picked up by a courier		
If the shipment is declined		
	Cancel	Save

Figure 21 Manage Default Settings part 4

4



#### 4.3.5. Manage default settings - Currencies and measures, addresses

**Currencies and measures** - Set the default units of measure, value and insurance currency.

Addresses - possibility to set default addresses.

Currency and Measurement My default unit of measure should be Metric (kg/cm)		
My default goods value currency should be		
My default shipment protection value currency should be		
	Cancel	Save
Addresses		
I want new addresses to default to Residential		
Business Contact		

Figure 22 Manage Default Settings part 5

## 4.4. My Shipment Settings 4.4.1. My DHL account

Possibility to choose default accounts, registration to an ebilling account, adding new export and import accounts.

Default Account Set	ttings	🖋 Edit
Display Accounts By : Number (Low to High) Mask account numbers No Domestic Shipments None Export Shipments 41400000 - export Import Shipments 966000000 - import		mestic Return Shipments None
		port Return Shipments None
		Export Duties and Taxes Receiver will pay Import Duties and Taxes Receiver will pay Return Shipment Duties and Taxes Receiver will pay
Online Billing Enrol	Iment	Clos
Request Sent	De wieden fan Annen	Enroll to view and pay bills online. After enrolling, we'll send you an email with login details. Register those details to get access!
ved Accounts		
Delete Selected		Request Account     Add Existing DHL Account
Delete Selected	Account Numb	
Delete Selected Nickname   export	Account Numb 414000000	
Nickname ▼		er Account Type

Figure 23 My account settings



### 4.4.2. Authorized use of the account

You may allow other users to use your account to create shipments - such as the shipper you frequently use to import shipments. You can control your account visibility, payment options and other shipping restrictions. You can check to see if you used another user's account to get access.

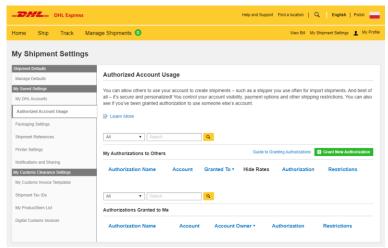


Figure 24 Authorized Account Use Settings

#### 4.4.3. Packaging settings

You can set default packages, weight and dimensions of the parcel to save time when generating the shipment. You can also add our own packaging with individual parameters.

lome Ship Track M	lanage Shipments 🧿		View Bill My	Shipment Settings 上 My Pro
ly Shipment Settings				
hipment Defaults	Packaging Settings			
Aanage Defauits	r dentaging certinge			
y Saved Settings	If you frequently use the same pa defaults on/off or modify wheney		faults to help you save time when creating	shipments. You can turn
/ly DHL Accounts	detaults on/oil of modily whenev	er needed.		
Authorized Account Usage				
Packaging Settings	Default Packaging			🖌 Edit
	When Shipping Documents kc	anarta		
hipment References	When Shipping Packages pac	zka		
rinter Settings	Number of Packages/Pieces 1 Same Weight Packages/Piece			
lotifications and Sharing	Reference On	5 011		
v Customs Clearance Settings	Pallet On			
ly Customs Invoice Templates				
	My Own Packaging Options			
Shipment Tax IDs	Music case case and a standard as for			and a stable sectored the sec
ly Product/Item List	when creating shipments.	r snipments, you can creat	a list of your packaging options so that yo	u can quickly select them
ligital Customs Invoices				
	© Delote			E Add My Own Packaging
	Nickname •	Reference	Dimensions (LxWxH)	Weight
	koperta		30 cm X 20 cm X 1 cm	0,3 kg
				Delete Edit

#### 4.4.4. Shipment references

You can configure shipment reference field, which is the most frequently selected by the user - cost center.

DHL Express		Help and Support Find a location   Q English   Polski
Home Ship Track Man	age Shipments 0	View Bill My Shipment Settings 🔔 My Profi
My Shipment Settings		
Shipment Defaults Manage Defaults	Shipment References	
My Saved Settings My DHL Accounts Authorized Account Usage	When creating shipments you can add a reference which will references so that you can quickly select them as you create	appear on the shipment waybill/label. You can set up your most used shipments.
Packaging Settings	Rename the Reference Field to 0 Referencje	✓ Update
Shipment References Printer Settings Notifications and Sharing	Default Reference () None	🖉 Edit
My Customs Clearance Settings My Customs Invoice Templates Bhipment Tax IDs My Product/Item List	My Saved References  Totalete Salected  Reference *	Add Reference
Digital Customs Invoices	numer PO 123456789	Delete Edit
	1 - 2 of 2	Delete Edit

Figur e26 Shipment References settings

σ



### 4.4.5. Printer settings

You can set printers for printing labels and other documents generated from the application. You have the option of setting up a laser printer and a Zebra thermal printer.

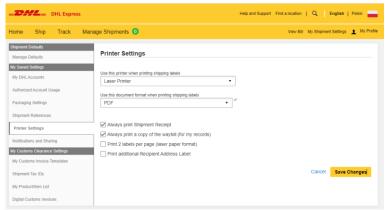


Figure 27 Printers Settings

## 4.4.6. Status notifications and sharing details

The option to personalize notifications that are sent to the indicated e-mail addresses, you can set various notifications and information that will be sent along with the e-mail notification.

me Ship Track I	Manage Shipments 🧿				v	iew Bill My Shipm	ent Settings 👤 My
ly Shipment Settings	5						
hipment Defaults Manage Defaults	Status Notification	ons and Sha	ring Details				
ty Saved Settings My DHL Accounts	You can save time whe	en creating shipm	ents by setting up	how you want n	otifications and er	nails sent.	
Authorized Account Usage Packaging Settings Shipment References	Set Default Ser Email Address	nder () name@email.co	m				
Printer Settings							
Notifications and Sharing	Status Notifica	tions				Quick G	uide to Notifications
ly Customs Clearance Settings My Customs Invoice Templates	Setting Up Not	ifications					
Shipment Tax IDs	Send notification	s for these statu	ises				
My Product/Item List		Picked Up	Clearance Event	Customs Clearance	Exceptions	Out for Delivery	Delivered
Digital Customs Invoices	To the Recipient*	Email	Email	Email	Email	Email	Email
	Send notifications in	Polski	•				
	To Me	Email	Email SMS/Text	Email	Email	Email	Email

MyDHL+



Possibility to set your own templates and use DHL templates.

	Sending Emails		
La	ways want to share with		
	The Recipient		
	The Sender		
La	so want to share with		
а	tur.korlak@dhl.com	D Add	
	Use DHL Template	Create Email Template	
	Attach these details 😗		
1	Tracking Number		
1	Pickup Confirmation Nun	iber	
1	Shipment Details		
1	Shipping Label (Waybill)		
1	Customs Invoice		
1	Shipment Receipt		
	nclude this message in sh	are emails	
			10
			Cancel Sa
			ounour ou

#### 4.4.7. My customs invoice templates

Option to set templates for customs invoices. Option to personalize your own customs invoices by entering key details.

ome Ship Track N	fanage Shipments 0		View Bill My Shipment	Settings 👖 My F
ly Shipment Settings	i			
ihipment Defaults	My Customs Invoice Templ	ates		
Manage Defaults ly Saved Settings		es is a handy way to reuse key details and	I save time when creating shipm	ents.
My DHL Accounts				
Authorized Account Usage	All   Search	Q		
Packaging Settings	Delete Selected		E Cr	eate New Template
Shipment References	□ Invoice Name ▼	Invoice Type	Type of Export	
Printer Settings	handlowa 1 opis	Commercial Invoice	P	
Notifications and Sharing		Commercial Invoice	٣	Delete Edit
ly Customs Clearance Settings	proforma 2 elementy	Pro Forma	Р	
My Customs Invoice Templates				Delete Edit
Shipment Tax IDs	1 - 2 of 2			
Shipment Tax IDs My Product/Item List	1 - 2 of 2			

### Figure 30 Customs invoice templates settings

## 4.4.8. My products / lists of goods

The ability to create lists of products that you use most often.

<b>DHL</b> DHL Express		Help and S	Support Find a location   Q English   Polski
ome Ship Track	Manage Shipments 🧿		View Bill My Shipment Settings 💄 My P
ly Shipment Setting	s		
Shipment Defaults			
Manage Defaults	My Product/Item List		
lly Saved Settings		mpany's products or any items you ship	frequently so that you can quickly select them when
My DHL Accounts	creating a customs invoice.		
Authorized Account Usage	Filter Search		
Packaging Settings	All • Search	Q	
Shipment References	Delete Selected	Upload a List	Download My Product List
Printer Settings	Item Name *	Description	Country of Manufacture
Notifications and Sharing	SC0209 Flex steel plate	SC0209 Flex steel plate	Poland
y Customs Clearance Settings			Delete Edit
ly Customs Invoice Templates	SC0289	SC0289 Flex safety wire	Germany
hipment Tax IDs		obsect in our of the	Delete Edit
My Product/Item List	SC0309	SC0309 Eye Plate	Poland
Digital Customs Invoices			Delete Edit
	test	opis zawartosci test	Poland
			Delete Edit
	1 - 4 of 4		

Figure 31 Product settings and lists of goods

δ



#### 4.4.9. Digital customs invoices

Possibility to send invoices digitally to customs authorities. This saves time, eliminating the need to print and attach documents to shipments. Digital Invoices (PLT) - help speed up customs clearance.

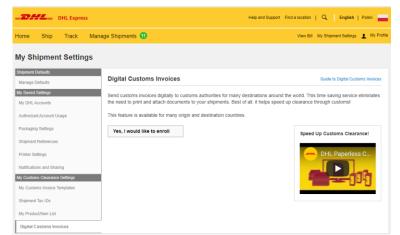
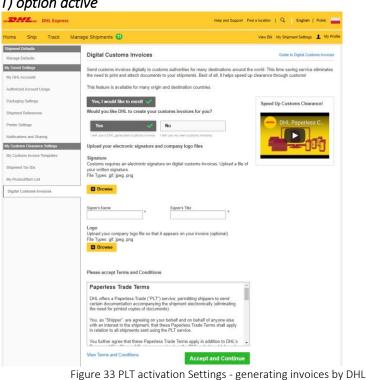


Figure 32 Digital Customs Invoices (PLT) settings

## 4.4.9.1. Digital Customs Invoice (PLT) option active

To activate digital invoices, select the "Yes, I would like to subscribe" option, select the option whether you want to generate invoices with the help of DHL, or you want to add our own files with invoices.

Option - generating a customs invoice by DHL. You have to upload a signature, the company logo and accept the regulations.



If you chose "No - I will use my own customs invoices", a message will appear when generating the shipment that the appropriate files have been added.

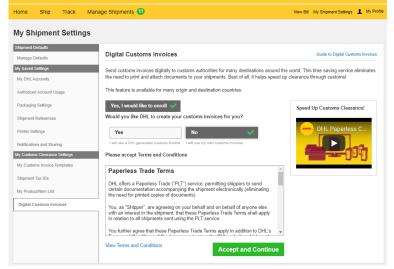


Figure 34 PLT activation - own invoices

Help and Support Find a location | 🔍 🛛 English | Polski 📥





## 4.5. Find a DHL Location

You can easily find an authorized partner, a DHL facility or a DHL parcel locker. Just enter your address and the map with marked locations will show which facility is closest to you.

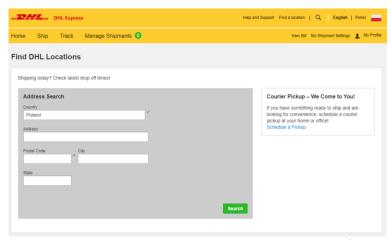


Figure 35 DHL locations

## 4.6. Help Center

Support from international shipping specialists is all in one place, you can get shipping advice, Customs advice, contact DHL Express and check frequently asked questions.

DHL Express Help and Support Find a location   Q   English   P				
ome Ship Track Manage S	Shipments 🧿		View Bill My Shipment Settings 👤	My Pro
Help and Support	t			•
Shipping Advice	Customs Clearance Advice	FAQs	Contact Us	
i o		117	حي (	
What Can I Ship?	Packin	g with Care	The Journey of a Package	е
View guidelines and restrictions about the you want to ship to and from various cour	tries. packing advice ar	is for the journey. Follow our nd tips and your shipment is will thank you!	Watch how your package travels with DHL learn how we can help you with each step o journey.	
Ē				
What Documents Do I Nee	ed?			
Get information and advice about the documents needed to accompany you shipment.				

Figure 36 Help Center

0



# 5. Generating a shipment

# 5.1.Create new shipment 5.1.1. Contact details

## New shipment:

Go to the Send tab, and then to Create shipments.

The new address, which you have entered manually, can be saved in the directory. This will allow you to create your own directory in the app. Later you can select the previously saved address. After entering the mandatory fields marked with an asterisk, proceed by clicking "Next".

	Help and Support Find a location   Q   English   Polski 🚃
Home Ship Track Manage Shipments 1 Aby zamknąć pełn	y ekran, naciśnij 🛛 📕 View Bill My Shipment Settings 🛓 My Profile
Create Shi         CET STARTED NOW         EXPLORE           Create Shipment         Delivery Services           From         Create Shipment from Past         Optional Services           Name         Create Shipment from Favorite         Customs Services           Name         Create Shipment from Favorite         Customs Services           Schedule and Time Quote         Surcharges           Schedule a Pickup         Solutions           Order Supplies         Order Supplies	Cancel Assign this Shipment Save for Later
Country/Territory Poland	Country/Territory Germany
Address Street and number	Address street and number receiver Address 2
Address 3	Address 3 Polyd Code Polyd Code DERLIN Province Berlin
Enal Address artur kofak@dhl.com Phore Type Code Mobile	Phone Type Code Toble Mobile • • • • 2222 2222 •
	SMS Enabled D Add Anothen VX1/Tax ID
EORI Number	EORI Number
Residential Address Clear Address	Residential Address Notes about this contact Save as New Contact Clear Address Next

5.1.2. Shipment details

In the next step, choose in the Shipment details field whether you want to send documents or a parcel that is subject to customs clearance. Enter the content of the shipment (in English). You can enter the shipment reference, which field appears on the consignment note and on the collective invoice. This is a field where you can enter, for example, a cost center in the company.

If you send a Parcel, you must enter the value of the parcel. you can insure the shipment by selecting "I would like to insure my shipment", the insured value cannot be greater than the declared value. Click "Next".

Figure 37 Generating a shipment - Contact Details

Figure 38 Generating a shipment - Shipment Details, Contents Description, Shipment Reference, Value and Insurance

Shippent Details

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Comment of the statutes
Comment



## 5.1.3. Packaging options

Select the type of packaging. Select the appropriate DHL packaging from the drop-down list or select the "my packaging" option, which means that you must enter the weight and dimensions of the package. If you want to send several parcels to one recipient, select the "Add another parcel" option and enter the data. After entering all data, click the "Next" button.

## 5.1.4. How to pay?

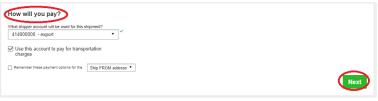
In the next step, you choose the payment option, whether you want the payer to be a different customer number or the payer to be you. After choosing click "Next".

#### 5.1.5. Date of selection

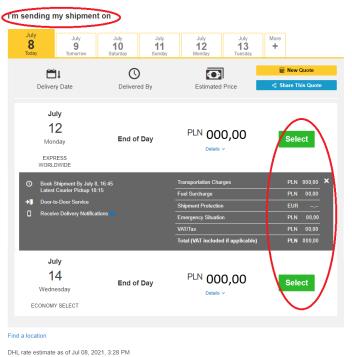
The next step is information when you want to send the parcel. Choose the date, and below you will see the available product and information about when it will be delivered. After clicking "details" detailed information is displayed about the price according to your own price list. To choose the right product, click "Select".



Figure 39 Generating a shipment - Packaging Options







Disclaimer and Important Details

Figure 41 Generating a shipment - selecting dates



### 5.1.6. Value added services

Additional services appear in the next step. You can choose the appropriate service by checking the checkbox. You can choose nothing, then just click the "Next" button.

## 5.1.7. Courier ordering

The next window informs you if you want to order a courier for the shipment. After selecting the "YES" option, select the time frame, i.e. the hours when the courier should arrive to pick up the parcel, fill in additional information, such as the location of the parcel collection (e.g. warehouse, 3rd floor, etc.), enter the total weight of the parcels that you are sending. Additionally, you can enter additional instructions for the courier, which the courier will see after submitting the order. In the pickup address field, you see the address at which the courier will arrive. Click "Next".

#### 5.1.8. Return label

You can enter whether you want to generate a return label, which is valid for 3 months from the date of generating your own bill of lading. Choose the appropriate option and click "Next".

#### 5.1.9. Summary of shipping costs

In a new window, you will see a summary of shipping costs and a summary about the shipment. Read the conditions of carriage and declare that the shipment does not contain prohibited items by clicking "Accept and continue".

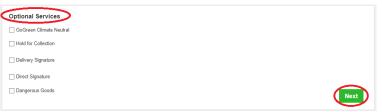


Figure 42 Generating a shipment - additional services

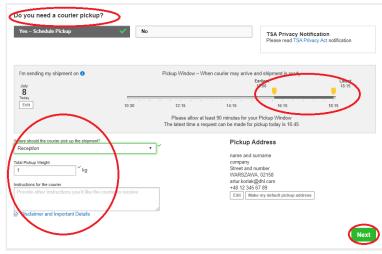
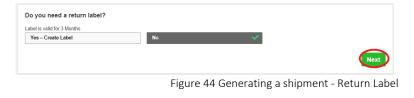


Figure 43 Generating a shipment - ordering a courier



EXPRESS WORLDWIDE Mon, 12 Jul, 2021 - End of Day	Transportation Charges:	PLN	000,00	
	Fuel Surcharge:	PLN	000,00	
Volumetric Weight 🗿 0,2 kg Total Weight 1 kg Chargeable Weight 1 kg	Emergency Situation:	PLN	000,00	
	VAT/Tax :	PLN	000,00	
	Total	PLN	000,00	
erms and Conditions				
clicking on ACCEPT – I accept DHL's Terms	and Conditions of Carriage and declare that this sh	ipment does not	include any Proh	hibited Items .

Figure 45 Generating a shipment - summary of shipment costs



## 5.1.10. Print and go!

A window appears with information which files and in what quantity you want to print by clicking on Print selected documents. Information about the shipment appears on the right, i.e. AWB number, JJD number (package number), order confirmation number and pick-up details. You can also save the shipment in your favourite shipments in the app.

Print and preview your documents Shipping labels and customs documents must be printed for the DHL of The print of the the print of the print o	JD000000000000000000000000000000000000
Label (Waybill)	

Figure 46 Generating a shipment - Print and go!

### 5.1.11. Sample bill of lading

The consignment note is generated in PDF, you can print it or save it on the desktop.

EXPRESS WORLDWIDE ECX _====================================	WAYBILL DOC*	_DHL_	Shipment Receip
Peers - company Origin: Second WAW	Bhigger : Contact company +48123456789	Shipment From	Shipment To company receiver
Dota WWIIIZAWA Prent Company receiver Content name and surname receiver street and number receiver	Silvest and number cotal WARDANAN Poland Resolver : Correct Company receiver : Correct Company receiver : 44522222222	Stead and surbor Ottes MAREANNA Preset +46122456789	viewel and number receiver soose 80%2.N Bonin Generating + #8022020000
10086 BERLIN Berlin	10086 BERLIN Berlin Germany	Shipment Details	International Information
DE-BER-BE5	PL-WAW-DL1 DE-BER-BE5 Protect Betalts Protect	Bijsprant Date:         2021-07-0.0           Vieljeff Honkorn:         002150030           Invester Type         0044600000000000           Penality Dyne         MO-0x17565800           Rancise of Penality         1           Test Wingstrift         1,004           Derevolativelin         0,2040           Observolativelin         0,2040           Derevolativelin         1,0040           Inservel Amsteric         1,0040	Dodanof Value: Drivenske soci Dosene Altone - Non Dutlefon Dosene Altone - Non Dutlefon Esteveni - Dodaki - Nonkey, 12 Jul, 2001 Prome Cole:
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	WAYBILL OF 0000 0000	Reference Information Reference: abjenct references Polyan information Philophysics or Philoph	
	Uperse Plans of places in objecter upprocessory of the second sec	Description of Contents	
(2L)DE 00000+00000000		description of the content	
		2019 C Deutsche Post AG - All rights reserved	

Figure 47 Generating a shipment - bill of lading, waybill doc., shipping confirmation

#### 5.1.12. Delivery confirmation

After closing the window, information about the delivery confirmation is displayed. You can notify another person about the status via e-mail or text message, you can provide shipment details by selecting the desired options and you can save the default shipments (saved by product or by package).

Important <ul> <li>Ensure your packages are packed and labeled corre</li> <li>If this is your last shipment of the day, remember to p</li> </ul>			Your Tracking Number 0000000000 Pickup Confirmation Number PRG000000000000
Want Status Notifications? Set up email or text notifications for this shipment's progress - for you or others! Get and Send Notifications	C Want to Share? Select shipment details you Y Tracing Number Prokup Confination Number Y Shipment Details Share	🗹 Label (Waybill)	Pickup Details Thu, Jul 8, 2021 Betveen 4:15 pm and 6:15 pm View at scheduled process
Save Shipment Defaults			Create Return Label
Save Shipment Derautis Save Face docting to use for fattire shipments. _ EXPRESS WORLDWIDE _ PACKAGE Save Edit			Create Another Shipment

Figure 48 Generating a shipment - Delivery Confirmation



## 5.2. Create from favourites

If the shipment has been previously saved to your favourites, you will see such shipments by selecting the appropriate tab. By clicking on "Create a new shipment", all data will be substituted. You can edit all available fields. Once finished, you can save the shipment and order a courier.

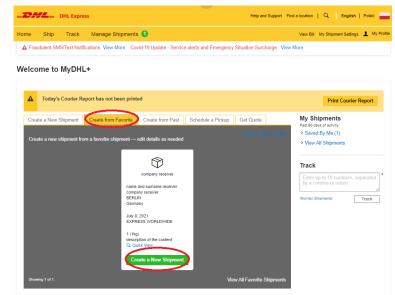


Figure 49 Generating a shipment - Favourites

## 5.3. Create from History

Shipments from history are shipments that were previously generated through the application. You can print them again by clicking "Create a new shipment". The data to be edited will appear. You can save the entire shipment and print the bill of lading and order the courier.

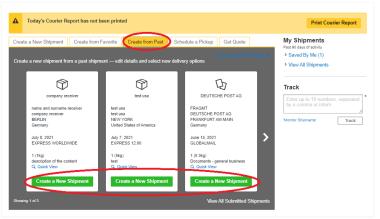


Figure 50 Generating a shipment - From history

## 5.4. Shipment from favourites vs. parcel from history

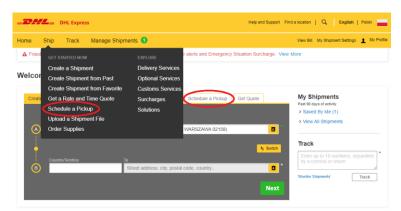
The difference between a shipment from your favourites and a shipment from history is that you save desired shipments to your favourites. The three saved ones are displayed. However, displayed shipments from history are the last ones generated from the app. These are the last shipments you have generated.

Welcome to MyDHL+



## 5.5. Schedule a pickup

In the tabs on the home page and in the drop-down list, you can order a courier for the location of your choice. A message appears immediately whether you want to generate a bill of lading or just order a courier. Select the desired option.



#### Figure 51 Schedule a pickup

## 5.6. Check the price and time

In the app, without calling the sales representative or the hotline, you can cost estimate the shipment according to your own price list. The application shows indicative prices, and the customer is always invoiced according to the contract and price list it agreed to.

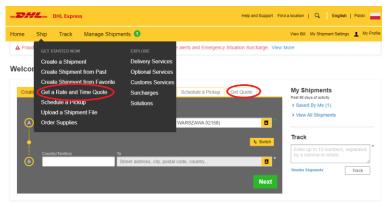


Figure 52 Shipment cost estimation

In the tabs on the home page and in the drop-down list, you can check the price and time according to your own price list. Just enter basic data such as country, city and postal code.

Quick Quote	© Cancel
View our delivery options and rates! Ready to ship online? No account needed – pay with a credit card.	
Prom Country/Tentory Potand  Address Wirazowa 37 Postal Code City City City City Remember me	Coerdy/Tentay Germany Address Postal Code City Dob City ERLIN Residential Address City City Certany Province Berlin Coerdy Coer

Figure 53 Shipment cost estimation - step from / to



In the next step, you choose whether you want to cost estimate the package or documents, choose the type of packaging from the list or enter our own weight and dimensions. You can check the price with or without insurance.

After clicking "check price", available products appear with their price, for the given postal code of the sender and the recipient. If you choose the product you are interested in, after clicking Select, the letter generation window will appear.

cuments monore and not one of the second sec	T considered a documen	aperwork, Ilems wit It shipment.	th Packages are of commercial pur		s for personal or		you might think are documents are before completing your shipment.
Protect Your	Shinment					Help me	determine if my item is a document
You value your protection option	shipment and so do ins.			shipment! Learn about ou nt Extended Liability Servi		Germany in Animals, fish Human rem	that are prohibited when shipping t clude: n, birds (live) ains, including ashes nt legal tender)
lect Packag	ging Quantity	Weight kg	Di	mensions cm	Pallet Piece R	eference	Tips for Weighing and Mea
		0.3	30 × X	20 X 1			Save Package Copy
koperta	) * 1 * 1	0,3 kg					
koperta tal	1						2
koperta tal ow will you	1	0,3 kg					

Figure 54 Shipment cost estimation - the step of selecting the shipment  $\ensuremath{\mathsf{I'm}}\xspace$  sending my shipment on

July 8 Today	July 9 Tomorrow	July 10 Saturday	July <b>11</b> Sunday	July 12 Monday	July 13 Tuesday	More +	
	<b>'`]↓</b> ery Date	Delivered	Ву	Estimated	Price	📰 New	
1 Mo EXF	uly 12 nday RESS LDWIDE	End of D	ay	PLN 00		Sel	ect
Lates →】 Door	Shipment By July 8 I Courier Pickup 18 to-Door Service ive Delivery Notifica			Transportation Char Fuel Surcharge Shipment Protection Emergency Situation VAT/Tax Total (VAT included	- 1 n	PLN PLN EUR PLN PLN PLN	00,00 , 00,00
Wed	<b>uly</b>   <b>4</b> nesday ny select	End of D	ay	PLN 000		Sel	ect
ind a location							

DHL rate estimate as of Jul 08, 2021, 3:28 PM

Disclaimer and Important Details

Figure 55 Shipment cost estimation - product selection



## 5.7.Tracking 5.7.1. Track shipment

Tracking shipments is a function in the application where, after entering the number of the consignment (AWB), you can see what is happening with the shipment. You can enter up to 10 numbers at the same time.

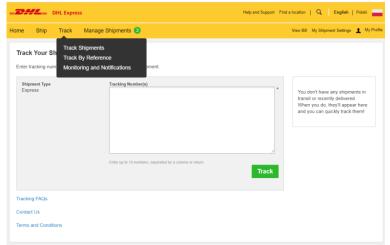


Figure 56 Tracking - tracking your shipment

## 5.7.2. Track by reference

The option to track shipments after entering the reference or customer number in advance, or by destination. Additionally, you need to select the time frames in which you want to search for the shipment.

DHL Express	Help and Support Find	fallocation   Q   English   Polski 🚃
ome Ship Track Manage Shipments 3		View Bill My Shipment Settings 👤 My Profile
Track By Refe Track By Reference Enter a reference to Monitoring and Notifications		
Shipment Reference  Account Number  Destination	Date Range @           2021-07-07           2021-07-08           rryry mm 6d	You don't have any shipments in transit or recently delivered. When you do, they'll appear here and you can quickly track them!
Tracking FAQs		
Contact Us		
Terms and Conditions		

Figure 57 Tracking - Track by reference

#### 5.7.3. Monitoring and notifications

ProView in MyDHL+ app, i.e. the ability to track shipments in real time. The ability to add e-mail notifications about the statuses displayed in the application.

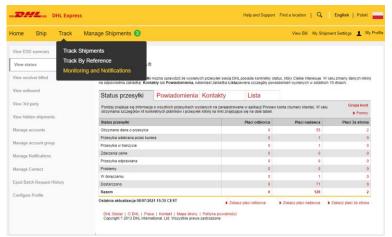


Figure 58 Monitoring and notifications

## 6. Manage shipments

The option to check the shipments that have been generated by you in the application. In addition, in this window, we can check the ordered couriers, the dates and the address the last time a courier was ordered to. Possibility to preview - edit, add, copy contacts (recipients).

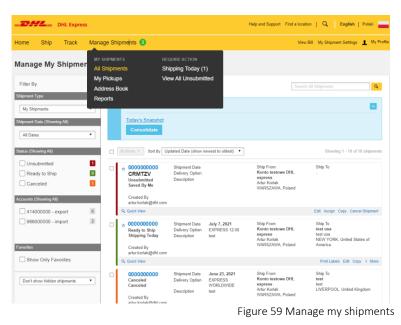


Possibility to generate templates with reports, but you can add such templates via the settings tab.

In addition, the application suggests what actions should be taken for the shipments in the application.

## 6.1. Manage my shipments

From this window, you have the option to continue generating the bill of lading, if you saved it earlier. You can quickly search for shipments with the statuses Not Shipped, Ready to Ship and Cancelled. In an easy, simple, and transparent way, you can check which shipments require additional activities.



# 7. Troubleshooting

If there are any problems with MyDHL+ app, please contact the technical support department:

#### HelpDesk eCOM:

email: <u>cahelp.int@dhl.com</u> telephone: 42 6 345 100 ext.4